



## JOB DESCRIPTION

<b>Job Title</b>	Regional Surveyor
<b>Area / Department</b>	Retired Ministers Housing Society
<b>Reporting To</b>	Head of Property Services
<b>Direct Reports</b>	None
<b>Location</b>	Home-based (on completion of internal training)
<b>Travel</b>	Extensive throughout South England and Wales <i>Attendance at Church House, 86 Tavistock Place, London WC1H 9RT at least twice per month.</i>
<b>Working Hours</b>	Part-time 21-28 hours per week

The Regional Surveyor ensures the ongoing suitability of properties for tenants, many of whom are elderly and have specific needs. This role involves overseeing all maintenance and repair works, particularly for properties in the South, ensuring that necessary adaptations are carried out to the required standard. Additionally, the role provides oversight in relation to the health, safety, and welfare of tenants in their homes, ensuring compliance with all relevant legislation. As a key member of the Property Service department, the Regional Surveyor shares skills and expertise with junior staff.

### Background:

The Retired Ministers Housing Society (RMHS) provides housing for ministers in retirement, aiming to provide adequate housing suitable for long-term occupation.

It maintains, with the assistance of local volunteers, around 300 properties tenanted by retired ministers, arranging inspections and repairs and manages around 20 properties occupied as manses by centrally appointed ministers.

The United Reformed Church Retired Ministers' Housing Society Ltd. is a registered Community Benefit Society under the Co-operative & Community Benefit Societies Act 2014, regulated by the Financial Conduct Authority (Number 15986R).

## **Principal responsibilities and duties**

### **Property Acquisition**

1. Assess property for suitability against RMHS criteria for purchase.
2. Carry out and produce a pre-purchase survey and valuation for each new property.
3. Make recommendation as to whether purchase should proceed.
4. Identify building works required for approval and procurement by the Senior Regional Surveyor.

### **Asset management**

1. Undertake approximately 20% of patch stock condition surveys each year, with support from the Senior Regional Surveyor, to assess component lifespan and general property condition, and suitability of property for residents. Upload information onto HomeMaster. Refer any concerns about the welfare of tenants to the Head of Housing Management.
2. Provide support to the Senior Regional Surveyor and Repairs and Maintenance Officer with the development of the annual planned works programme.
3. Liaise with other colleagues on improvement programmes (such as retrofitting energy efficiency measures)
4. Assess work required. Specify necessary building works.
5. Oversee work in connection with any insurance claim.
6. Act as the client representative (i.e. named in contract).
7. Ensure that work is carried out to the required standard, managing all snagging, rework etc. prior to sign off.
8. Authorise invoices for payment up to delegated financial or other limit.
9. Build relationships with tenants to help in the assessment of their on-going housing needs.
10. Act as the Managing Agent for URC Trust properties in accordance with their guidelines.
11. Liaise closely with the Repairs and Maintenance Officer and Compliance Coordinator to ensure repairs, maintenance and compliance work is completed to the appropriate standard and in a timely fashion.

### **Policy and Administration**

1. Attend Asset Management Committee and Board as required; attend operational Asset Management Group.
2. Liaise closely with peer Maintenance Surveyor to cover periods of annual leave and sickness as far as possible.
3. Work with colleagues to ensure property services handbook of policies and procedures is fit for purpose, recommending improvements where required to the Head of Property Services.
4. Contribute to the improvement of systems/procedures for the supervision of properties and their maintenance, repair etc.
5. Ensure HomeMaster is kept updated as work is done to make sure KPI data on the system is an accurate reflection of both property condition and repairs/works completed and their timescale.

6. Maintain asbestos and legionella registers to ensure accurate, up-to-date information in accordance with legal requirement. Review and update as necessary.
7. Monitor the risks identified in the risk assessment process that are assigned to the role.
8. Ensure that all policies 'owned' by the role are reviewed and updated, as necessary, when the agreed review date comes up.

**Expected Standards:**

*This section refers to the way in which the job is done rather than the duties/responsibilities.*

*The [C] Core or [E] Enhanced specified after each standard denotes the clause required for the job:*

1. Communicate effectively with colleagues and internal and external contacts. [C].
2. Act in ways that support a culture which promotes equality and values diversity [C].
3. Promote, monitor and maintain best practice in health, safety and security [E].
4. Deliver excellent customer service. [C].
5. Take responsibility for own personal development and develop skills and knowledge to enable effective work performance. [C]. Ensure compliance with data protection principles and practice. [C].
6. Ensure compliance with safeguarding practice. [C].
7. Be pastorally sensitive to the unique situation of each tenant [Role specific].
8. Adhere to all RMHS administrative processes and procedures [Role specific].
9. Ensure compliance with all relevant legislation [Role specific].

*This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list, and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time in order to meet organizational or departmental needs and this job description will therefore be subject to periodic review and change if required.*

**Updated June 2025**

## Person Specification

### Job Title: Regional Surveyor

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. RICS building surveyor or CIOB or equivalent relevant qualification		CV/ Interview
Experience and Knowledge	2. 3 years post qualification 3. Managing building and maintenance repairs 4. Working collaboratively with trades people 5. Working collaboratively with property professionals 6. Understanding homeowners' needs and translating them into practical cost-effective solutions 7. Building Regulations, and planning applications processes 8. Sound understanding of all regulations covering building safety and decency	<ul style="list-style-type: none"> <li>• Social housing</li> <li>• Working with vulnerable people</li> <li>• Property adaptions for the disabled or elderly</li> </ul>	CV/ Interview/ Test
Skills and Abilities	9. Sound judgement in relation to property matters 10. Good interpersonal skills including diplomacy, confidentiality and careful listening 11. Ability to write clear and concise property reports recommending a course of action 12. Microsoft Office particularly Outlook, Word and Excel to intermediate level 13. Ability to work independently whilst maintaining excellent communications with reporting base 14. Willing to work flexibly in order to meet a deadline		CV/ Interview/ Test

Other	<ul style="list-style-type: none"><li>15. Willing to travel in the UK and to stay away from home overnight when required.</li><li>16. Clean driving licence</li><li>17. Willing to work within the Christian ethos of the URC</li><li>18. Enhanced DBS</li></ul>		CV/ Interview
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